

Transcript: Pamela

Blanc-5325632729300992-4817710324695040

Full Transcript

Your call may be monitored or recorded for quality assurance- Hi. ... purposes. Well, I'm ordering me a DoorDash order for when I go out there this evening, so I'll have something to eat. So I, I got it scheduled to come between 2:45 and 3:10, and I've been trying to go in there and change it because I'm so damn hungry Ma'am, Misty Snyder speaking. How may I help you? Hey. Yes, ma'am. My name is Misty Snyder and I called, um, a few weeks ago to get insurance with you guys through my job, ATC Healthcare. So, I just got some information that apparently this whole time, and I didn't know it, and it was because they had the address wrong so I wasn't getting the mail. Um, I do have insurance. I'm on Ambetter. So, how do I go about canceling this? Uh, you said ATC? Yes. ATC Healthcare. May I have the last four digits of the Social? It's 4756. Okay. All right. Yeah, I ain't, I ain't, I ain't never Is that 87456? What did I say? No, I'm sorry. I couldn't hear you. 8756? No, 4756. And your first and last name? Misty Snyder. Mrs. Snyder, for security reasons, just to make sure we are in the correct file, we need to verify your complete can- uh, address and date of birth. It's, um, the date of birth is 9/21/78 and my address is 1498 South Jefferson Street Southeast, Apartment G27, Milledgeville, Georgia 31061. Thank you for the information. We have a telephone number on file, 478-295-2917. That's my old number. I have a different number. It's the one you're calling from? Um, yes, the 251-1543. All right. Mm-hmm. And your email is your first name, last name 042 at yahoo.com? Yes, ma'am. Right. Let me see. Right. As, as of right now, you could cancel, let's say dental, short-term disability, critical illness, vision. But the medical part, it's under Section 125, which is an IRS regulation, that it requires you to stay enrolled- ... into company opening moment or a qualified live event. When did you got this new death benefits that you are enrolled in? The, um, well, apparently I had it all last year, and he just re-enrolled me for 2025, just then right before I called you. I'm not sure if that will be a qualified live event. I could go ahead and send you the email with the instructions- Okay. ... to send us that information. Okay. And see, uh, what the Eligibility Department, um, says if it's, um, if you qualify for it. Now, do you want me to cancel now the rest of the plan? Yes. Everything you can cancel, I want it canceled please. No problem. I will do that. Just bear with me. Okay. And I'm sorry. I didn't know that I had insurance all this time. I mean, I don't make the \$12 hours, so I was hating the money wasn't coming my check but I needed insurance. So, if I were to know, I would have never even signed up for it. I didn't know, but the reason I didn't know is because when the man ran me about my address, the address was fine except for the apartment number. I'm in apartment 27. He had it down as apartment seven. So I wasn't getting any information. I understand. So I went ahead and canceled- Okay. ... the ones that you are eligible to do so. Okay. Now, the whole cancellation process does take one to two weeks. For all changes- Okay. ... it's a big process, so you might experience one or two deductions before- Okay. ... those are completely canceled. Now, the email that I'm going to

send you is coming in from info@benefitscentercard. Check your spam and junk mail. Okay. You might go there. Just follow the instruction and you can reply to that same email with the, uh, information they are, they, they are requesting for, from you. Right? Okay. All right. Yes, ma'am. Please, send me the information. It takes about 72 hours for them to r- review it and see if you are eligible to cancel. Then I- Okay. ... will contact you and let you know what was the resolution. Okay. All right. Sounds good. Is there any specific time that I could reach out to you, ma'am? Um, no. Anytime I'm, I'm available. All right. Anything else I can do for you, ma'am? No, ma'am. I appreciate you. All right. Well, thank you for speaking with us today. Have a great rest of your day. You as well. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance-

Speaker speaker_1: Hi.

Speaker speaker_0: ... purposes.

Speaker speaker_1: Well, I'm ordering me a DoorDash order for when I go out there this evening, so I'll have something to eat. So I, I got it scheduled to come between 2:45 and 3:10, and I've been trying to go in there and change it because I'm so damn hungry Ma'am, Misty Snyder speaking. How may I help you? Hey. Yes, ma'am. My name is Misty Snyder and I called, um, a few weeks ago to get insurance with you guys through my job, ATC Healthcare. So, I just got some information that apparently this whole time, and I didn't know it, and it was because they had the address wrong so I wasn't getting the mail. Um, I do have insurance. I'm on Ambetter. So, how do I go about canceling this? Uh, you said ATC? Yes. ATC Healthcare.

Speaker speaker_0: May I have the last four digits of the Social?

Speaker speaker_1: It's 4756.

Speaker speaker_2: Okay. All right. Yeah, I ain't, I ain't, I ain't never

Speaker speaker_1: Is that 87456?

Speaker speaker_2: What did I say?

Speaker speaker_1: No, I'm sorry. I couldn't hear you.

Speaker speaker_0: 8756?

Speaker speaker_1: No, 4756.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Misty Snyder.

Speaker speaker_0: Mrs. Snyder, for security reasons, just to make sure we are in the correct file, we need to verify your complete can- uh, address and date of birth.

Speaker speaker_1: It's, um, the date of birth is 9/21/78 and my address is 1498 South Jefferson Street Southeast, Apartment G27, Milledgeville, Georgia 31061.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 478-295-2917.

Speaker speaker_1: That's my old number. I have a different number.

Speaker speaker_0: It's the one you're calling from?

Speaker speaker_1: Um, yes, the 251-1543.

Speaker speaker_0: All right.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And your email is your first name, last name 042 at yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Right. Let me see. Right. As, as of right now, you could cancel, let's say dental, short-term disability, critical illness, vision. But the medical part, it's under Section 125, which is an IRS regulation, that it requires you to stay enrolled- ... into company opening moment or a qualified live event. When did you got this new death benefits that you are enrolled in?

Speaker speaker_1: The, um, well, apparently I had it all last year, and he just re-enrolled me for 2025, just then right before I called you.

Speaker speaker_0: I'm not sure if that will be a qualified live event. I could go ahead and send you the email with the instructions-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to send us that information.

Speaker speaker_1: Okay.

Speaker speaker_0: And see, uh, what the Eligibility Department, um, says if it's, um, if you qualify for it. Now, do you want me to cancel now the rest of the plan?

Speaker speaker_1: Yes. Everything you can cancel, I want it canceled please.

Speaker speaker_0: No problem. I will do that. Just bear with me.

Speaker speaker_1: Okay. And I'm sorry. I didn't know that I had insurance all this time. I mean, I don't make the \$12 hours, so I was hating the money wasn't coming my check but I needed insurance. So, if I were to know, I would have never even signed up for it. I didn't know, but the reason I didn't know is because when the man ran me about my address, the address was fine except for the apartment number. I'm in apartment 27. He had it down as apartment seven. So I wasn't getting any information.

Speaker speaker_0: I understand. So I went ahead and canceled-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the ones that you are eligible to do so.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, the whole cancellation process does take one to two weeks. For all changes-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it's a big process, so you might experience one or two deductions before-

Speaker speaker_1: Okay.

Speaker speaker_0: ... those are completely canceled. Now, the email that I'm going to send you is coming in from info@benefitscentercard. Check your spam and junk mail.

Speaker speaker_1: Okay.

Speaker speaker_0: You might go there. Just follow the instruction and you can reply to that same email with the, uh, information they are, they, they are requesting for, from you. Right?

Speaker speaker_1: Okay. All right. Yes, ma'am.

Speaker speaker_0: Please, send me the information. It takes about 72 hours for them to r-review it and see if you are eligible to cancel. Then I-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will contact you and let you know what was the resolution.

Speaker speaker_1: Okay. All right. Sounds good.

Speaker speaker_0: Is there any specific time that I could reach out to you, ma'am?

Speaker speaker_1: Um, no. Anytime I'm, I'm available.

Speaker speaker_0: All right. Anything else I can do for you, ma'am?

Speaker speaker_1: No, ma'am. I appreciate you.

Speaker speaker_0: All right. Well, thank you for speaking with us today. Have a great rest of your day.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_0: Bye-bye.